



Cambridgeshire
County Council

ANNUAL

REVIEW

95

Large enough to cope - close enough to care

Every day the County Council provides a remarkable range of services for the 685,000 people living in Cambridgeshire.

Last year we spent £594 million providing these services for you, your family and friends — that's around £870 for every man, woman and child in the county.

WORKING HARDER FOR YOU

In this, our second Annual Review, we describe many of our services. We spell out the standards of service we aim to achieve and how well we met these standards last year.

Success and achievement

There have been success stories for all our services during the past year. Pupils in our schools achieved their best exam results ever; road accidents are at their lowest level for a decade despite ever-increasing volumes of traffic; and our firefighters attended a record number of emergency calls. Social Services has been busy implementing new Care in the Community projects so that the most vulnerable people in society can receive adequate care.

Over 90,000 children used our libraries; Trading Standards seized a record number of counterfeit goods; and our Environment teams planted over 11,000 trees and 15 miles of hedgerows and boosted recycling schemes around Cambridgeshire.

A time of change?

All this was achieved against a background of possible change in the present system of local councils. The Local Government Review which was first announced by the Government more than four years ago has been unsettling and there is still the possibility that change could take place in Peterborough and Huntingdonshire — more about that on page 3.

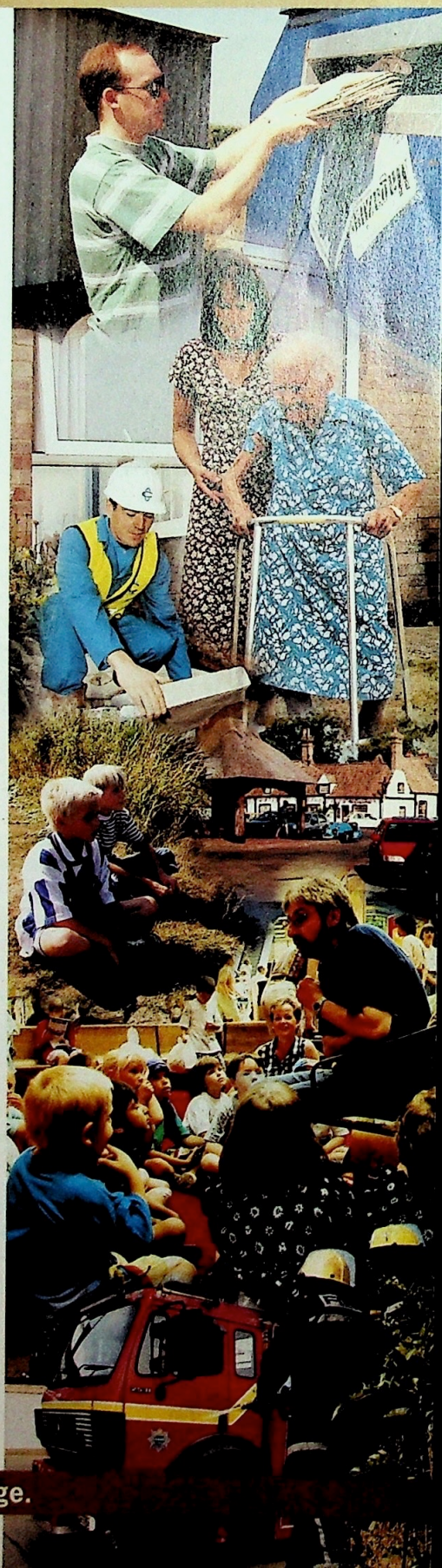
In the meantime, as far as we are concerned, it's business as usual with no let up in our efforts to improve services and value for money for you.

Always improving

Whilst we are proud of our services we accept that, like everything else in life, there is always room for improvement and we will continue to strive to provide your services efficiently and economically. We also welcome **your** suggestions on how we can improve in each of our services.

It would be impossible to tell you everything about our services in a magazine like this. What we have tried to do is select a variety of activities which give you a feel for what we do.

We hope you find it interesting.



For details of how to get in touch with your council — see back page.

MEASURING OUR PERFORMANCE

The County Council launched its Citizen's Charter four years ago. Our aim was to improve the quality of our services by spelling out clearly the standards you could expect from us. For example, we set targets of repairing dangerous potholes within 24 hours and responding to letters within 5 working days.

We pledged to publish our results each year so that you could judge how well we were doing.

Through the Audit Commission, the Government now requires us to publish other Citizen's Charter-style performance indicators - many of which are similar to our own Charter standards. The aim is to give you information about how well councils perform and we are required to publish our results for 1994-95 by the end of this year.

The performance indicators in the orange and black tables include many of our own Charter Standards. Wherever we have comparable information we have supplied figures for the previous year, 1993-94, in brackets in the tables. Where we thought it might be useful we have included additional information in the orange Citizen's Charter boxes.

These indicators are subjected to checks by an external auditor. Inevitably, they cover only a small part of the wide range of services offered by the County Council.

If you would like to know more about our Charter standards or performance indicators contact Stuart Coulden on ☎01223 317841.

Citizen's Charter

If you have any comments about this magazine or about the services we provide contact our Citizen's Charterline on ☎Freephone 0800 243916

or write to:

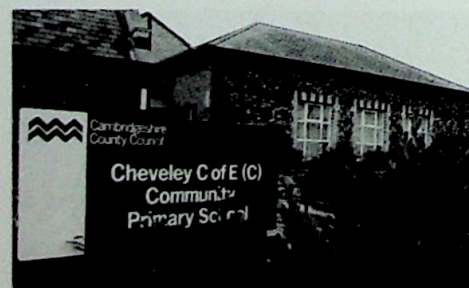
A G Lister, Chief Executive,
Cambridgeshire County Council,
Shire Hall, Cambridge CB3 0AP.



There where you need us

The County Council is responsible for delivering 85% of local government services throughout Cambridgeshire. We are the largest employer in the county which reflects that providing key services, such as schools, social services and libraries, on a very local basis is extremely labour intensive.

Although our headquarters is in Cambridge the vast majority of our 20,000 staff are in direct contact with the public every day. Indeed barely 1,000 (5%) of them are based at Shire Hall - the rest are working in the heart of local communities.



Teachers are helping youngsters in the 310 schools around the county. Our 53 libraries and 9 mobile libraries are providing much more than just a book-lending service near you.

Some 1,400 social workers and carers are working from 19 area offices and in most hospitals, providing vital support for those most in need. We've got 49 residential homes for children and the elderly and 43 day centres where older people make friends and get involved in new activities.

Our Trading Standards Officers who aim to protect you from unsafe goods and unfair trading practices are based in 5 area offices around Cambridgeshire.



We've got 28 fire stations, 7 register offices and 4 area highway offices.

In all, we're on hand in about 500 different sites across the county. This helps us to keep in touch with the needs of local communities and tailor our services to meet those needs.

The County Council is a large organisation - it needs to be to run schools, plan and build roads. We need to be able to take a countywide view of what is in the best interests of Cambridgeshire as a whole. But with our 20,000 staff and 77 councillors living and working in the communities they serve we are also very local, often working in partnership with school governors, parish councils, the health authorities and many others who have a role in providing vital services for our communities.



COUNCIL REVAMP WILL HIT YOUR POCKET

"Weak, expensive and inappropriate for Cambridgeshire" - that was what the Local Government Commission said last autumn about changing the present local government structure by introducing unitary authorities in Peterborough and Huntingdonshire and leaving the two-tier system elsewhere. And that remains the view of the County Council.

The Local Government Commission was set up by the Government more than four years ago to examine whether there was a need to change the present local government structure.

Commissioners spent most of 1994 in Cambridgeshire taking evidence from councils and many other groups. More than 27,000 people responded to their consultation exercise and gave a resounding vote of confidence to the present two-tier system.

Commissioners listened to the public and recommended 'no change' for Cambridgeshire, only for Environment Secretary, John Gummer, to tell them to look again at Huntingdonshire and Peterborough. Whilst the structure in the remainder of the county will be unchanged, there will be a knock-on effect. Services could deteriorate and costs increase if unitary status is granted to Huntingdonshire and Peterborough.

The County Council is disappointed at having to go through the distractions of this review again.

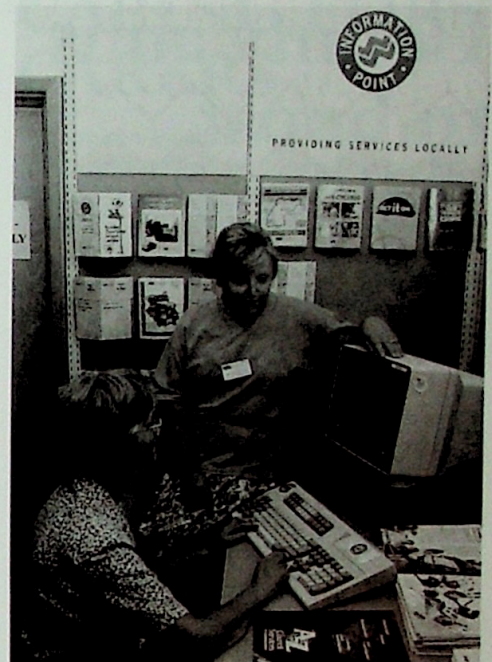
There is no public demand for change, even in Peterborough and Huntingdonshire. And many people will undoubtedly balk at having to meet the changeover costs, likely to be over £20 million, if both these districts are granted unitary status.

The average Council Tax payer across the whole of Cambridgeshire will have to pay an extra £100 for one year just to meet these changeover costs. And there will be further increases in Council Tax for everyone, to maintain existing services within a partial two-tier structure.

The County Council believes that change should only be introduced if it will benefit the people of Cambridgeshire as a whole. A partial unitary structure will not achieve this. It would not provide better services or greater economies across the county.

The way forward is for councils to work more closely together - not a wholesale change to an untried system that would be extremely expensive to implement and put services at risk.

The Local Government Commission is undertaking another public consultation on this new review this autumn. Tell them what you think is best for Cambridgeshire by writing to them at Dolphyn Court, 10/11 Great Turnstile, Lincoln Inn Fields, London WC1V 7SU by 7th November - it doesn't have to be a long letter - a few lines will do.



Putting the customer first

As well as working towards making our services as accessible and responsive as possible for our customers, we are also striving to provide better information about them.

We hold public consultation exercises on major projects such as school reorganisations or road schemes. There are leaflets and posters available in reception offices and libraries.

We now have 11 Cambridgeshire Information Points and we're planning more in partnership with the district councils. The Information Points are based in the following libraries around the county:

- Arbury Court
- Cambridge Central
- Cottenham
- Peterborough Central
- Soham
- Wisbech
- Bretton
- Chatteris
- Huntingdon
- St Neots
- Whittlesey

When you use an Information Point you can find out about local services from a wide range of leaflets or tap into one of our local databases. These include the A-Z of Council Services as well as our on-line information on a variety of other local amenities. And if you need to contact a particular service direct, each one has free telephone and fax links to all County Council departments and the local District Council.

Information Points are designed to give you direct access to all local government services - county and district - thus removing very simply one of the main criticisms of the present local government system that people do not know who does what.

MAKING LIFE EASIER FOR YOU

Have you ever telephoned 'the Council' to enquire about one of our services only to be told you've called the 'wrong' Council? Frustrating, isn't it?

That's one of the issues the County and District Councils are jointly planning to improve by making all council telephone exchanges. Whichever one you call, we'll be able to put you through to the right person at the right time promptly.

Our initiative is 'The A-Z of Council Services' which we all jointly published in June. A booklet lists who is responsible for each service and gives the telephone number of the person to contact.

They were distributed free with local newspapers. If you didn't get a copy there are copies available - call our Freephone 0800 243916.



Or you can access the computerised A-Z database at one of our Information Points in libraries. Other initiatives are also being developed to improve the co-operation between different councils, all with the sole intention of improving services for you.

County aims to boost children's services

An ambitious campaign to turn Cambridgeshire into a centre of excellence for children's services has been launched by Social Services.

The County Council has pumped an extra £1 million into boosting the quality of staff who work in the 15 children's homes. Around 170 children are admitted to the homes each year and Social Services has launched a two-pronged bid to ensure that the majority of staff working there will be highly qualified.

Social Services is searching the country for the most highly qualified and experienced staff, while at the same time running a major training programme which will ensure 12 residential care staff a year are enrolled at Anglia Polytechnic University over the next three years to study Social Work Diploma courses.

Traditionally, children's home staff who studied for such diplomas promptly left to take jobs as field social workers where they were better paid and where there were better prospects.

To stem the exodus, Social Services has created a new breed of professional – a senior residential social worker. In addition, the staffing structure in residential children's homes has been totally revamped to give trained staff a salary which is competitive with field social workers.

There is a national shortage of trained residential social workers and the department's approach to attract the best social workers from around the country and to develop 'home grown' talent is a major initiative to redress the shortage.

Did you know...

- We supply over a million hours of home help each year.
- We deliver nearly 10,000 meals on wheels each week.
- We have 19 area team offices around the county.
- We help almost 16,000 people at any time.



A lifeline... Meals on Wheels

CHOICES ADDS SPICE TO MEALS ON WHEELS

Almost 2,000 people a week in Cambridgeshire have Meals on Wheels delivered to their homes. Now the County Council is extending the service by offering a new meal delivery service, 'CHOICES'. CHOICES is a menu service offering a range of over 50 meals from fish and chips to roast beef and Yorkshire pudding.

Launched as a pilot project in March and in Cambridge, Social Services aims to offer it to all customers eventually.

The meals are frozen and delivered weekly by the Women's Royal Voluntary Service to customers who reheat the meals in steamers provided free by Social Services. And, if customers need a freezer to store their meals, these can be loaned free of charge.

CHOICES is designed to meet the needs of a growing number of people who receive the regular meals service but who want to be free to choose what they would like to eat and when they would like to eat it.

The provision of social services

The number of elderly people:

(i) aged 65-74

(ii) aged 75 and over

The percentage of the elderly we help to live in their own homes:

(i) aged 65-74

(ii) aged 75 and over

The percentage of the elderly we support in residential care:

(i) aged 65-74

(ii) aged 75 and over

The number of meals we provide during the year per elderly person:

(i) aged 65-74

(ii) aged 75 and over

This year (Last year)

54,500 (54,000)

44,000 (43,600)

1.7% (1.3%)

8.4% (7.2%)

0.5% (0.2%)

2.5% (1.4%)

1.4

11.6

People with learning disabilities

The number of adults under 65 known to have learning disabilities

The percentage receiving home help or home care from us

The percentage attending a day centre

The percentage we support in residential care

1,483 (1,228)

8.0%

59.7%

25.6% (16.3%)

People with physical disabilities

The number of adults under 65 known to have physical disabilities

The percentage receiving home help or home care from us

The percentage attending a day centre

The percentage we support in residential care

4,423

7.2%

6.0%

2.2%

People with mental health problems

The number of adults under 65 with mental health problems receiving services from us

The percentage receiving home help or home care from us

The percentage attending a day centre

The percentage we support in residential care

476

15.8%

73.1%

11.1%



Launching the Carer's Charter (from left to right): Baroness Seear, Director of Social Services Tad Kubisa, and Councillor Sheila Friend-Smith.

CARING FOR CARERS

There are an estimated 40,000 carers in Cambridgeshire and the County Council's Social Services Department has introduced a six-point Carer's Charter which recognises the vital role they play in supporting frail and disabled people in their homes and communities.

The Charter was launched by Liberal Democrat Peer Baroness Seear following a major consultation exercise in which Social Services asked carers what were the main areas where they needed support in order to help them cope.

Carers listed six priorities, which form the basis of the Charter. Social Services has anticipated the passage through Parliament of The Carers' (Recognition and Services) Bill, which takes effect from April next year.

Social Services has been actively developing services to support carers in accordance with the NHS and Community Care Act 1989. But it has now pumped an additional £250,000 in specifically to support them.

Some of this money will go towards helping carers to develop their own networks and support, as well as providing direct services.

Social Services already provides a wide range of support for carers in the form of night sitting services, family break schemes, domiciliary care, advice on claiming benefits, befriending schemes in conjunction with voluntary organisations and respite care services.

Helping people to live at home

	This year	(Last year)
The number receiving home help or home care from us	5,111	(4,177)
The percentage receiving help who get:		
(i) 2-5 visits per week	28%	(42%)
(ii) 6 or more visits per week	48%	(38%)
The percentage of adults going into residential care who were offered single rooms	58.7%	
The number of adults referred to us for assessment for social services	8,656	(10,012)
The percentage of assessments recommending:		
(i) no service	15%	
(ii) service by a single agency	56%	
(iii) service by more than one agency	29%	
The percentage of items of equipment costing less than £1,000 provided within three weeks of assessment	87%	
The number of nights of respite care provided or funded by us	53,769	(50,120)
The number of children being looked after by us	686	
The percentage of these children who are:		
(i) in residential accommodation	12%	
(ii) in foster care	70%	
(iii) supported to live independently	2%	
(iv) supported in other ways	16%	
The percentage of these children who have moved home three times or more during the year	17.2%	
The number of children on the child protection register	373	
The percentage of these children who have been on the register for two years or more	11.8%	
The net expenditure per head of population on social services for:		
a elderly and physical disabilities	£32.16	
b learning disabilities	£10.77	
c mental health	£0.91	
d children's services	£21.37	
e other	£31.29	
f total	£96.50	

Citizen's Charter

- **We pledged to:** Respond immediately to child protection requests
- Our emergency social work team is on duty every day of the year outside office hours, including Christmas day.
- **We pledged to:** Inspect all residential care homes 4 times a year
- Every residential home in the county is inspected at least twice a year (the Government's standard). On average each home was visited five times.

RECORD YEAR FOR EMERGENCY CALLS

The County Council's Fire and Rescue Service attended a record number of emergency incidents last year – nearly 10,600 – which is 1,200 more than the year before. The number of fires attended by the Service increased by 15% and other calls, such as helping at road accidents went up by 9%.

Despite an ongoing programme aimed at preventing fires, calls to the Fire Service have

now increased by 150% over the past 20 years. It is a credit to the county's 648 firefighters that this huge increase in activity has been absorbed whilst staff numbers have remained virtually static.

The trend of increasing calls has continued during the first eight months of 1995 and it looks as if we could be in for yet another record year.

The long hot summer and the huge number of grass fires throughout July and August stretched the Service to the limits. At one stage, firefighters were attending between 85 and 100 calls every day – three times the average.

County Fire Officer, Alan Gray explained that responding successfully to widespread and prolonged emergencies like these requires good planning, close working with other agencies and the ability to deploy substantial resources – both staff and equipment – quickly.

He continued: "Cambridgeshire's Fire and Rescue Service is extremely cost-efficient with expenditure per head of population already 16% lower than the average for other brigades.

"Whilst the Service has never been under such pressure as we have faced in the last year, it is a credit to our staff that we have still managed to get to 98% of incidents within our Citizen's Charter targets."

IT'S A FAKE



Over the last year Trading Standards Officers have seized nearly 3,000 items of counterfeit goods in Cambridgeshire.

These have included fake designer jeans, Ray-Ban sunglasses, CDs, perfumes and video and audio tapes.

Looking after the consumer

How often do you buy something only to find it doesn't work properly or it isn't what it should be? Or, you have a job done and the result does not live up to your expectations?

Helping to resolve problems such as these are the County Council's Trading Standards Officers. Their work has come a long way since its origins when 'weights and measures' was its staple diet.

Under their now extensive remit come a variety of unfair trading controls made to protect both businesses as well as consumers from unscrupulous traders.

This includes laws to regulate:

- car fraud, misdescription and clocking
- dodgy credit
- advertising
- all types of counterfeit goods
- safety of goods
- food labelling
- overloaded lorries
- misdescribed houses for sale.

They carry out inspections to make sure animals are transported properly. They license the county's two football league grounds at London Road (Peterborough Utd) and the Abbey Stadium (Cambridge Utd).

And they still undertake their traditional weights and measures role so that when you buy a pound (sorry, now half a kilo) of potatoes from the supermarket or fill up your car with petrol you really are getting the right amount.

Consumer protection	Data
The Council aims to respond to requests about dangerous goods, food safety, and fraudulent activity within 3 days. It aims to respond to requests for equipment verification within 5 days and all other requests within 10 days.	it meets the target for 99% of requests
The number of premises affected by consumer protection legislation	14,423
The average number of visits per high and medium risk premises.	0.33

The provision of fire services	This year (Last year)
The number of calls to fires (excluding false alarms)	3,683 (3,292)
The number of false alarm calls	5,265 (4,551)
The number of other calls	1,670 (1,503)
The percentage of fire calls at which attendance standards were met	91.5% (92.2%)
The number of rescues by the fire brigade at fires	44 (18)
The number of rescues by the fire brigade at other incidents	458 (375)
Net expenditure per head of population on the fire service	£20.14 (£19.96)

Citizen's Charter

Fire and Rescue

- **We pledged to:** Get a fire engine to all fire and rescue emergencies in any part of the county within 20 minutes
 - within 5 minutes in Cambridge or Peterborough
 - within 10 minutes in a town.
- We achieved this in 98% of cases.

Trading Standards

- **We pledged to:** Respond to requests to verify measuring equipment within 5 working days.
- We met this standard every time.

HIGH PUBLIC SATISFACTION WITH FIREFIGHTERS



Cambridgeshire County Council's Fire and Rescue Service has been highly praised for its efficiency and effectiveness.

The Service's most recent annual customer survey shows that the victims of fire and road accidents are full of praise for the men and women who are involved in their rescue. Indeed this year's results are the best ever.

The survey was conducted in February when more than 250 people who had previously called for assistance from the Fire Service completed questionnaires. The questionnaire asked them to 'rate' the performance of the Fire Service. This included a range of issues from how the initial phone call to the Service was handled to the completion of the incident.

The survey revealed a remarkably high level of satisfaction:

- 94% of people rated the time firefighters took to get to the scene as very good - that's an improvement of 2% on last year.
- 90% of fire crews were at the scene within the time laid down in the Citizen's Charter - five minutes in cities, 10 minutes in towns and 20 minutes in rural areas.
- When people dial 999 they are often in a state of panic. Fire control staff scored 97% when it came to reassuring callers while the firefighters swung into action.
- When firefighters arrived on the scene they scored maximum marks for the efficient and effective way they dealt with the problem - 100% of people expressed their satisfaction.
- Fires are messy but 97% of people acknowledged that firefighters took great care to keep damage and disruption to a minimum.
- The verdict from all respondents was 'good' or 'very good'.

County Fire Officer Alan Gray said: "We have put a great deal of time and effort into improving our service to the public."

"The survey is a measure of the high quality service we provide. It is a credit to every member of staff that we have been able to improve further what was an impressive record of success."

Breathing Apparatus

When firefighters enter a building which is on fire and literally full of smoke, the breathing apparatus they wear is their life support system.

Since July this year the County's firefighters have been using the latest hi-tech breathing apparatus which has been specially designed to take account of suggestions from the firefighters themselves.

And as well as meeting all of the necessary safety standards, the new apparatus sets have a distinct advantage for the wearer - they're less than half the weight of the sets previously used.

Alan Gray, County Fire Officer, said: "The safety of our firefighters is paramount - the new breathing apparatus will last well into the next century."



Did you know...

Last year the County Fire and Rescue Service:

- Attended 10,600 incidents
- Was called to 538 road traffic accidents and extricated 260 people
- Rescued or released 198 people from lifts, houses or machinery.
- Attended 125 incidents where animals were rescued
- Dealt with 262 incidents of fuel, chemical or other spillages and leaks
- Was called to 142 cases of flooding
- Carried out over 12,000 fire safety inspections.

Last year Trading Standards:

- dealt with 16,000 complaints and enquiries from the public
- monitored over 20,000 trading premises
- issued over 5,000 trade licences



HOME OF LIFE

As part of the programme for educating the public on how to prevent fires, the Fire and Rescue Service has recently launched a unique display vehicle called the 'Home of Life'.

This will be seen at fairs, fetes and open days around the county and will provide people with a realistic idea of what it is like to have a fire in your home - complete with cosmetic smoke.

Fire Safety Officer, Bob Mann, said: "With a mini fire engine ride for children, and officers on hand to give you free fire safety advice we see the 'Home of Life' as an ideal way to warn people of the dangers of fire, and how they can be prevented - in an interesting and informative way."

YOUR LOCAL EDUCATION AUTHORITY

Cambridgeshire Local Education Authority (LEA) is part of the County Council and looks after the needs of over 300 schools and 85,000 pupils.

The LEA has a vital network of over 60 agencies and services which advise and support schools. Governors and headteachers now have responsibility for managing their budgets and running schools themselves. They need to be able to call on the LEA's experience and expertise for effective support – particularly in areas like special educational needs, but also with things like financial planning, curriculum planning, information technology, library services and instrumental music lessons.

The LEA also plays an important role in advising and supporting parents and pupils. We work very closely in partnership with parents and schools when identifying and assessing children's special educational needs. We then make sure that pupils get the appropriate support in the classroom so they make the most of their education.

We also make sure that there are enough places in schools – extending schools and building new ones where necessary – to meet the rising numbers of children. This year there will be 1,400 more pupils in school than last year, so keeping track of the number of available places is very important. We give advice to parents on admissions arrangements – and how to appeal if you are not satisfied.

Top marks in exams

Exam pass rates have risen steadily across the county over the last seven years. Students have been achieving better results each year in GCSEs and A levels. And as many of the county's schools have undergone inspections by OFSTED, the Office for Standards in Education, they have received high praise for their standards of teaching and learning which are above national averages.

John Ferguson, Director of Education, said: "We are really encouraged by the upturn in results we have been seeing over the last few years, and I would like to congratulate our schools, parents and pupils on their excellent achievements."

"We want to build on our strengths and I hope that we can continue our successful partnership with schools and make similar progress in future years."



EARLY START AT SCHOOL FOR FOUR-YEAR-OLDS

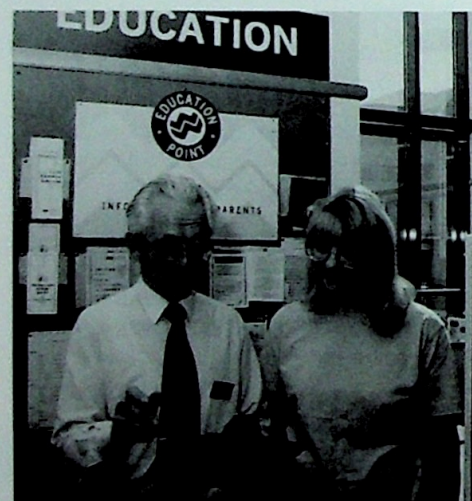
There's a strong commitment to early years education in Cambridgeshire – the LEA is now able to offer places for all children in the county to start school in the September of the year in which they become five.

This means that many children benefit by up to three extra terms in school beyond the provision required by law.

Early years education is an investment for the future. It gives children a valuable foundation for success – and it can help in identifying and dealing with problems with language or learning difficulties or problems with behaviour before they escalate.

Most of all it helps children to learn vital skills, encouraging them to relate to one another socially and to develop learning skills.

Finding out about education



Left: Maurice Bailey, one of the County Council's Education Information Officers, talking to a parent in Peterborough Central Library

So you want to find out about local schools? Admissions arrangements? Grants? Bus passes? Free school meals? We run three Education Information Centres in Peterborough, Huntingdon and Cambridge with staff who are able to give you help and advice or point you in the right direction, whatever you need to know.

The Information Centres are based in:

Peterborough
Peterborough Central Library
☎ 01733 891031

Huntingdon
Gazeley House, Princes Street
Huntingdon ☎ 01480 425509

Cambridge
Castle Court, Shire Hall, Cambridge
☎ 01223 317667

Citizen's Charter

- **We pledged that:** Requests for statutory assessment for pupils with special educational needs would be dealt with within 6 weeks.
- A new Code of Practice for children with special educational needs took effect in September last year. Since then we have met the standard in 73% of cases.
- **We pledged that:** Applications for free school meals would be dealt with within 3 working days.
- 94% of applications were dealt with within 3 working days.
- **We pledged that:** We would issue bus passes at the beginning of term or within 3 weeks if your application was late.
- We met our standard in every case.
- **We pledged that:** We would try to get your child a place in the school of your choice, whether or not you lived in the catchment area, as long as the school was not full with pupils who have a stronger claim.
- Over 97% of parents were given their preferred choice of school.

THERE IN A CRISIS



What happens to a school when disaster strikes? Who's on hand to give advice and support when the unexpected happens? One school found out just what being a part of the LEA means...

Last year St Mary's Primary School in St Neots was burned to the ground in the early hours of a Sunday morning in May. By 9.00 am a team of experts led by Brian Harris, the County's Assistant Director of Education (Property), were on site to assess the level of damage and make plans for rehousing the 200 pupils.

Rob Fox, headteacher at St Mary's, was anxious to keep the school together if at all

possible. The possibility of sharing a site with neighbouring school Winhills Primary was one option - and the headteacher, Ian Fuller, was swift to offer his support.

The two heads, their governors, LEA officers and members of the Ely Diocese, took the decision to move the whole school onto the Winhills site. Four classrooms were made available, with shared use of an assembly hall, kitchen and dining facilities, and by Tuesday the LEA had got six mobile classrooms in place.

Within two weeks, straight after half term, the site was ready to accommodate the whole of St Mary's School.

The two schools have worked closely together for the past year whilst St Mary's was being rebuilt. The LEA, in partnership with the Ely Diocese, has worked tirelessly to get the new school designed and built within a year, and the

new school will be ready for use during the autumn term.

Rob Fox, headteacher of St Mary's, said: "When something like this happens, you are never prepared. The damage to the school was so extensive and it seemed impossible that any solution could be found quickly.

"But the support from the County Council was incredible. This is what being part of a local education authority is all about - expert advice, the ability to plan and carry out an operation of this size within days, and the tremendous comfort, encouragement and moral support through this difficult time.

"We're all looking forward to the move back into our new school before half term. It's incredible to think that so much can be achieved in just over a year!"

The provision of an education service

	This year	(Last year)
The number of children under 5 in maintained schools	7,966	(7,999)
These children as a percentage of all 3 and 4 year olds	43.5%	(43%)
The cost of educating these children	£12.705m	(£14.032m)
The percentage of unfilled places in admission classes in:		
a primary schools	14.8%	(13.9%)
b secondary schools	9.8%	(8.5%)
The percentage of pupils admitted in excess of schools' nominal capacity:		
a primary	4.7%	(4.5%)
b secondary	3.8%	(1.6%)
The number of children with statements of special educational need	2,654	(2,109)
The percentage of all children with statements	2.8%	(2.3%)
The number of statements issued during the year	654	(687)
The percentage of all statements prepared within 6 months	32.6%	(7%)
The number of children placed by the LEA in special schools	1,104	(1,073)
The percentage of all children in special schools	1.2%	(1.1%)
The net expenditure per head of population on discretionary awards	£0.94	
The net expenditure per head of population on new discretionary awards	£0.47	
The number of new mandatory student awards including a maintenance grant	1,337	
The percentage of these awards paid by 10 October 1994	94.6%	(70.6%)
The net expenditure per pupil in LEA maintained schools	£	£
a nursery and primary schools - pupils under 5	1,872	(1,754)
b primary schools - pupils 5 and over	1,496	(1,465)
c secondary schools - pupils under 16	2,105	(2,092)
d secondary schools - pupils 16 and over	2,755	(2,871)

Did you know...

- 8 new schools have been planned and built over the last 4 years.
- Cambridgeshire Catering Services provide over 6 million school meals each year.
- Over 5,500 young people are being taught an instrument every week and 1,300 play in bands and orchestras.
- We award over 11,500 student grants worth £32 million each year.
- The School Library Service lends over 250,000 books and resources to schools each year.

Recycling time machine beams down

Cambridgeshire's Recycling Bus (or Time Machine) is the very latest thing in environmental education. A national first, the 'recycled' library bus carries information about:

- How we can reduce/recycle/compost waste
- Why energy conservation matters - the bus will also be using solar and wind power
- Why we are different to earlier generations in the way we produce so much waste. Our 'recycling time machine' travels through time to discover the answers.

It includes the very latest in computer and CD-ROM programming and exhibitions to make the bus an interactive and entertaining educational experience. The bus is aimed at informing children - and adults - about the importance of recycling, energy conservation and waste reduction.

Cartoon characters like 'Peter Paper', 'Cindy Core' and 'Cherry Can' help the children gain an understanding of recycling. The bus itself is environmentally-friendly, with a low emission exhaust, solar panels and a wind turbine. These help to power the equipment on board.



The development of the bus has been funded from a Government recycling fund and on-going funding has been secured from a wide variety of non-educational sources including most District Councils and some generous local companies.

The bus is available to visit schools and it is aimed at 8-13 year-olds. The machine is a

valuable teaching aid; much of the information to be gained from the time travel experience conforms to national curriculum attainment targets. But not only is the time machine highly informative - it's fun too!

Beaming down to a school near you soon ...

To find out more contact Bob Neale, Bus Manager on ☎ 0589 474396.

Schoolchildren make light work of energy saving



Rachel Davidson, Simon Taylor and Peter Colledge of Mayfield Primary School, Cambridge show off their money-spinning light bulbs.

Over £2 million of electricity will be saved across Cambridgeshire by the 43,000 energy efficient light bulbs sold by many schools through a 'Switch On to Energy Savers' campaign, launched by Cambridgeshire County

Council and Eastern Electricity last autumn.

The low-energy bulbs use 80% less electricity than traditional bulbs, they last up to ten times longer and, since they use less energy, emissions of harmful greenhouse gases are greatly reduced.

The project is the first of its kind in the country. Sales are made through the school's Parent Teacher Association and for every light bulb sold the participating school receives a donation of 50p. Students at the county's Community Colleges can also buy the light bulbs.

Yan Hau, the County Council's project manager said: "This project has captured the enthusiasm of schools and colleges in the county. The 'Switch On' campaign encourages students to understand issues of energy conservation and helps them and their parents to see energy saving at work in their homes."

Citizen's Charter

- **We pledged to:** Investigate complaints about safety on public paths within 5 working days.
- We achieved this in 88% of cases where paths were unsafe.
- **We pledged to:** Solve problems on all our published routes within 3 weeks of investigation, and problems of illegal ploughing within 4 weeks.
- 69% of problems on published routes were solved within 3 weeks, and two out of the three complaints we received about illegal ploughing were solved within 4 weeks.
- **We pledged to:** Investigate cases of suspected illegal dumping of rubbish within 2 weeks
- We met this target on every occasion.

Did you know...

Last year:

- We built 60 footbridges on public rights of way.
- We erected 373 signposts and installed 130 signs and gates.
- We inspected 120 paths for cropping problems.
- More than 6,000 children came to Hinchingsbrooke Country Park on school visits.
- We secured Central Government funding to provide a network of 15 residential sites for Travellers.

Follow the Eel to Ely



The Fen Rivers Way is a new walking route. It is the first long-distance route to be developed by Cambridgeshire County Council with the help of villages

in the Parish Paths Partnership. The 17-mile route follows the Rivers Cam and Great Ouse through remote countryside, rich in wildlife and stunning views, linking the cities of Ely and Cambridge.

Frances Woodhead, from the County Council's Rural Group said: "The Parish Paths Partnership, funded by the Countryside Commission, contributed to the success of the project by providing a framework for involving people who were already knowledgeable and enthusiastic."

Local people developed the route and a competition was held to find a name and symbol for the path. An eel was eventually chosen. Future plans include extending The Fen Rivers Way to the sea at King's Lynn in Norfolk.

The Fen Rivers Way pack, priced £2.00, contains a full colour map, 4 circular route maps, Fen history booklet, 'The Fen Rivers' cloth badge with eel logo and 2 postcards. Available from Cambridgeshire County Council, Rural Group, Shire Hall, Castle Hill, Cambridge, CB3 0AP ☎ 01223 317445.



Lime treatment in Hayley Wood – Spring

A STICKY PROBLEM

A popular bridleway which runs through historic Hayley Wood, near Longstowe, has been treated with a special lime powder to stop horse-riders and walkers from sinking hock- and wellie-deep into the sticky clay soil.

The path runs alongside Hayley Wood Site of Special Scientific Interest with its 280 flowering plants and 370 species of fungi. Cambridgeshire



Resistant to hooves and boots – Summer

County Council consulted with the Wildlife Trust and English Nature before the treatment.

Karen Champion from the County Council's Rural Group said: "We use only natural materials; lime has been used by farmers with sticky clay soils for many years. The top few inches of soil are removed and lime powder worked into the path. The treated path 'hardens off' and the top soil is then replaced, restoring the path's appearance, but underneath it's better than new."

£3.6m surplus ploughed back into services

The £3.6 million surplus of the County Farms Estate has been ploughed back into helping provide essential services around the county.

The Farms Estate is the biggest in the country – and the most profitable. Over five hundred tenants farm more than 42,000 acres around the county. Some farms grow sugar beet, wheat and potatoes, for example. Others have branched out, growing lettuces for major supermarkets and pot shrubs for garden centres. Either way, these farmers are amongst

the most successful county farms tenants in the country.

Jon Megginson, Head of the County Farms Estate, said: "Income generated from the Estate is put back into County Council coffers and it helps to lighten the load on the Council Tax payer."

"The Estate has given many people their first opportunity in farming and helps sustain jobs in rural parts of the county."

Waste disposal	This year	(Last year)
The amount of household waste received	286,932 tonnes	(249,877)
The percentage of household waste that was:		
a recycled	9.0%	(5.8%)
b incinerated, recovering heat and power	0%	(0%)
c incinerated, without recovering heat or power	0%	(0%)
d disposed of in other ways	91%	(94.2%)
The net cost of household waste received	£12.70 per tonne	(£13.22)
Leisure and recreation	Data	
The hectares of parks and open spaces provided or managed by the authority	178 hectares – that's 439 acres	
The annual cost of managing and maintaining parks and open spaces	£50,023	
The local environment	Data	
This council does not remove fly-tips (this is a district function)	Not applicable	
There are public conveniences in Hinchingsbrooke Park with access for disabled people but no baby-changing facilities		

New bypass opens early



Rt Hon John Major MP cuts the ribbon to open Needingworth Bypass with Chairman of the County Council, Councillor Joe Gluza (right) and Mike Sharpe, Director of Transportation (left).

The Needingworth bypass was opened by the Rt Hon John Major MP on Friday 28 July 1995. Despite a particularly wet autumn and winter in 1994, the bypass was completed about three months ahead of schedule.

Construction of the £3 million, 2 mile-long bypass began in October 1994. It is a single carriageway road, with a new roundabout at the St Ives end and a new junction at the Bluntisham end. The design includes extensive tree planting to help screen the road from the

village and a shared pedestrian/cycle route linking the village to St Ives.

Proposals to provide the village with the bypass were approved by Cambridgeshire County Council in 1991 and funding support from the Government was received in 1994. The bypass will relieve the village of a high volume of through traffic, particularly heavy goods vehicles - some 8,000 vehicles used to pass through the village each day, including about 700 heavy lorries.

Did you know...

Last year:

- We completed 40 road safety schemes.
- We maintained over 5,000 kilometres (3,000 miles) of roads.
- We cut 1,350 hectares (3,325 acres) of grass.
- We filled 5,200 dangerous potholes.
- We supported 101 bus services carrying 4,000 passengers each day.
- We arranged transport for 18,000 school children each day.
- We provided advice on 6,000 planning applications and 15,000 property searches.
- We supported 45 community transport schemes.

PARK & RIDE

Progress is continuing to be made developing a park and ride network for Cambridge.

At Madingley Road, to the west of the city, work is about to begin on the new site which will be up and running by April 1996. In the first phase, 450 spaces will be finished but the site will eventually take up to 950 cars and 20 coaches. The site will be extensively landscaped with over half the space given to trees and shrubs. There will also be a picnic area.

The County Council is planning another site on Newmarket Road site to the east of the city. This site will also take 950 parking spaces and is just to the west of the busy Newmarket Road and Airport Way junction.

Both sites will be well lit, have good security, closed circuit TV and be staffed. Ponds needed to assist site drainage will be created at both sites to encourage wildlife. At the existing sites at Cowley Road and Clifton Road, improvements to security will be made which include the installation of closed circuit TV.

Bob Tuckwell, of the County's Transportation Planning Group said: "It is a fundamental part of the Council's transport policy to encourage a switch from cars to more environmentally-friendly methods of transport. The roads around the city are currently operating at capacity during peak hours. More park and ride sites are needed if Cambridge is to be able to cope with increasing traffic levels."

Roads, pavements and streetlights

The percentage of streetlights not working as planned and the percentage waiting for action from the highway authority

Data

2.0%
1.8%

Streetlights are inspected on County roads at 2 weekly intervals from 1 October to 31 March and at 4 weekly intervals from 1 April to 30 Sept.

Damage to roads will be repaired within 24 hours if the hole is vertically sided, deeper than 50mm and surrounded by bitumen.
All potholes on principal roads are repaired within 24 hours.

This is achieved
98% of the time

Damage to pavements will be repaired within 24 hours if there are dangerously rocking slabs, projections more than 20mm high or holes more than 25 mm deep over 0.5m.

This is achieved
98% of the time

The cost of highway maintenance, per 100 miles travelled by a vehicle

24 pence

The percentage of pedestrian crossings with facilities for disabled people

60%

TRAVELWISE

Parker Street, Cambridge has been called the third most polluted street in the country. The A14 between Huntingdon and Cambridge is becoming known as the county's very own M25. And traffic in the Peterborough area has grown by almost 50 per cent since 1984.

To tackle the problems of congestion, safety and pollution, Cambridgeshire County Council has launched TravelWise. This is a regional campaign which will prompt us to think about using alternative means of transport to the car and if the car is essential, to use it in a more environmentally-friendly way.

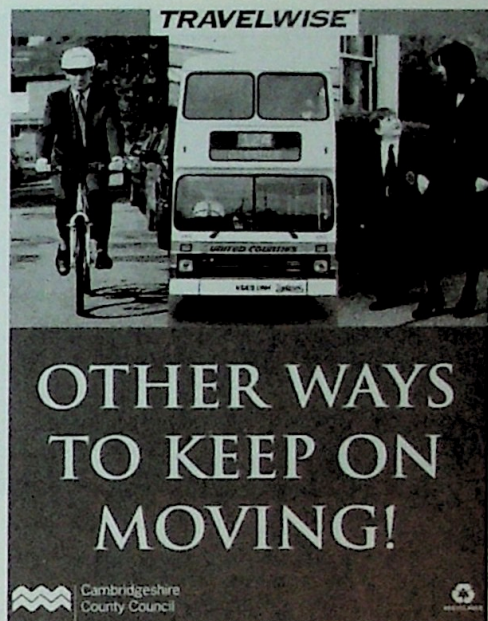
Nationally, around 40 per cent of journeys of three miles or less are made by car. TravelWise aims to encourage more people to take up cycling and walking for these short journeys where there is often no benefit in driving. Mike Sharpe, Director of Transportation said: "Protecting our environment and providing the transport facilities necessary to support our economy need not always be in conflict. Reducing the number of journeys made by cars will ease traffic congestion and reduce pollution. Shared cycleways and footpaths will encourage these alternatives to the private car."

The County Council hopes to invest some £10 million in public transport, park and ride, cycleways, footways, rail and other alternative forms of transport over the next 5 years.

TravelWise does recognise that using your car can sometimes be unavoidable but the car is used wastefully. Everyone suffers from the delay, fumes and frustration of traffic. Take some advice from TravelWise and ask yourself - 'On this journey, is there another way to go?'



How people travel to work



OTHER WAYS TO KEEP ON MOVING!

Cambridgeshire
County Council

Citizen's Charter

- **We pledged to:** Make temporary repairs to dangerous potholes in roads and pavements within 24 hours of being reported.
- We met our standard in 98% of cases.
- **We pledged to:** Make safe dangerous damage to streetlights within 2 hours.
- Every dangerous streetlight was repaired within one hour. The average time was 48 minutes.
- **We pledged to:** Check for faulty lights every 2 weeks (4 in summer) and repair them within 2 weeks of identification (3 in summer).
- 95% of the 72,000 streetlights were maintained according to our standard.

Slow down for safety – Fen roads can be fatal

Figures show that the number of road accidents on the fen roads running alongside drains is no higher than roads running through fields or urban areas.

But because the drains running alongside the road are often deep, accidents on fen roads are more frequently fatal.

Lack of concentration and high speeds have been identified as key causes of vehicles leaving the road, resulting in fatal accidents. There are 74 km (47 miles) of roads in the

county that run next to a watercourse large enough to submerge a car.

Whilst driver education can play an important part in reducing fatal accidents on the county's fen drain roads there are safety measures which can be made too.

In a new initiative to help prevent accidents, special road marking and signs are being considered by the County Council, in partnership with Fenland District Council, to try to reduce the accident record.

Andy Walford, County Council Traffic and Safety Engineer, said: "Investigations indicate that the major cause of accidents on fen drain roads is driver error, particularly by young drivers.

"It's up to all drivers to take care and we will continue to work to change their attitudes, especially encouraging them to drive more slowly."



NEW LIBRARY SUCCESSSES

In the last five years Cambridgeshire County Council has opened seven new libraries, large and small. And each library can tell its own tale of success as the number of customers has increased.

Peterborough Central Library has been open for five years, has more than 400,000 visitors each year and issues over 600,000 books, cassettes, CDs and videos.

Somersham was upgraded from a mobile library stop in 1991 and the new library now issues around 46,000 books a year.

In Chatteris the library is in an attractive new building shared with the District Council – a great improvement on the old temporary building. Local people have shown their approval by borrowing over 40% more items than before.

St Ives Library which is next to Waitrose has been immensely successful as people combine visits to the library with their shopping. The library is now the third busiest in the county after Cambridge and Peterborough Central libraries, beating the bigger towns of Wisbech, Huntingdon and St Neots!

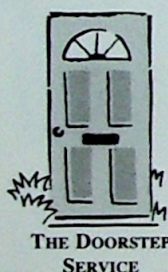
Children have been flocking to Cottenham Library which opened in April last year – 57% more children are using the library, requests have gone up ten-fold and issues are up by a quarter overall.

Loans at Soham Library have gone up by 58% since the new building was opened last year, and children's book loans have doubled.

Bottisham's new library replaced the old public library and the Village College library. So far it's proved a great success with local people –

issues are already up by over 100%, and both adults and children are using it more.

Mike Hosking, Head of Libraries and Heritage, said: "It's really encouraging to see what a difference these libraries have made in their local communities. People are using them far more, and we often see an increase in use by children, which is particularly encouraging."



Delivered to your DOORSTEP

If you find it difficult to get out and about to use library facilities then help is at hand.

The Doorstep Service, launched earlier this year by Cambridgeshire County Council, uses a network of volunteer Library Visitors who go to see housebound people and bring them the books, talking books and music they would like.

Jo McCausland is the County Co-ordinator for the Doorstep Service, based in Peterborough Central Library. She works in partnership with Social Services and with local voluntary organisations to identify people who might benefit from the Doorstep Service.

Jo said: "We hope our new Doorstep Service will reach many of the people who are unable to get out to use normal library facilities, perhaps through mobility problems, ill-health or because they are caring for someone."

"We want to be able to give everyone access to library services wherever possible and over time we hope to expand the Doorstep Service throughout the whole of the county."

Anyone who would like to receive this service – it's available free – or any volunteers who'd like to become Library Visitors should contact Jo at Peterborough Central Library ☎ 01733 897517, or through their local library.

LIBRARIES MEAN BUSINESS

If you need business information why not try the library? You may be surprised to find just what's on offer. DataDirect is a self-financing specialist business information service based in the Central Library in Cambridge. It offers consultancy and training, and information on:

- company performance, profiles and accounts
- market trends and sales analyses
- EC regulations, British and foreign standards
- patent searches

DataDirect employs four business information officers, has a client base which extends from Lincoln to London and was a runner-up in the first Cambridgeshire Small Business Awards earlier this year.

Nick Parsons, who runs the service, said: "DataDirect's success has shown that there is demand for public libraries to provide fee-based premium business information services. Our clients have found that the right information at the right price and the right time really can contribute to business success."

To find out more about DataDirect contact Nick Parsons on ☎ 01223 301578.

Citizen's Charter

- **We pledged that:** 30% of library opening hours will be outside normal office hours.
- While times vary to suit local communities, 32% of all the opening hours are outside normal office hours.
- **We pledged that:** 50% of books for loan will be under five years old.
- Depending on the library between 54% and 82% of books are less than five years old.
- **We pledged that:** 80% of book reservations will be supplied within 4 weeks.
- 71% of requests were supplied within 1 week and 89% within 4 weeks.

The provision of a public library service

	This year	(Last year)
The number of books issued	6,427,492	(6,789,950)
The number of other items issued	566,249	
Libraries open more than 45 hours per week	3	(3)
Libraries open 30-44 hours per week	18	(18)
Libraries open 10-29 hours per week	32	(32)
Mobile libraries	9	(9)
The number of visits by the public to libraries	4,508,781	(5,265,208)
The amount spent per head of population on books & other materials	£2.07	(£2.41)
The net expenditure per head on libraries	£10.32	(£10.25)



Our nine mobile libraries stop in 900 different places across the county.

Fingers on the buzzers, please...

Pupils from more than 60 schools from all over the county took part in the 1995 School Book Quiz, one of the most popular events in the library and schools calendar.

Organised by the County Council's Libraries and Heritage Children's Services Group the quiz is aimed at 10- and 11-year-olds. In the finals were Upwood Primary School representing the Huntingdon area, King Edward School, Chatteris from Fenland, Farcet

Primary School from Peterborough and Milton Road Junior School from Cambridge.

Children answered questions on book knowledge, reference books, 'who am I?', general knowledge and 'beginning with'. Milton Road Junior School fielded the winning team.

Lynda Martin, Area Library Manager, said: "Competition has been fierce - 66 schools have taken part this year, more than ever before. In future we hope to organise a regional quiz. We can tell by the high standards of general knowledge and knowledge of books that children in Cambridgeshire are reading books and using libraries!"

Did you know...

- We have 4.5 million visitors to libraries each year.
- We have 350,000 active library members.
- We answer around 900,000 information enquiries a year.
- Without our Heritage Services last year: 343 archaeological sites would have been destroyed without excavation; 178 collections of historical documents would have been lost; and 20,000 school children would have missed out on the treasures in our museums and galleries.

STATELY HOMES IN - HOT AIR BALLOONS OUT

Stately homes and hotels are in, but punting down the Cam and hot-air ballooning over the Fens are definitely out. That's the message from the County's Registration Service following the relaxation of regulations for civil marriages which came into operation at the beginning of April.

People who don't want a church ceremony will now have the choice of either marrying in a Register Office or at one of several other premises around Cambridgeshire, licensed by the County Council for civil marriages.

The new regulations have also swept aside restrictions requiring couples to marry within their own locality. This is already having an impact - so far this year over 50 couples who were not residents of the county have been married in Cambridgeshire's Register Offices.

The County's Head of Administration Keith Milton said: "The changes give couples much more choice of marriage venues in the county. We would like to see places which regularly hold wedding receptions apply for a licence so that the marriage can take place at the same venue. But we will make sure that nothing reduces the dignity of the marriage ceremony."



You now have more choice on the happiest day of your life.

OUR CITIZEN'S CHARTER

The County Council launched its Citizen's Charter in 1992. Our aim was to improve the quality of our services by spelling out clearly the standards you could expect from us.

Leaflets with our Charter standards are available for:

Education

- The school curriculum
- Obtaining a place in schools and colleges
- Information for parents and students
- Support to pupils with special educational needs
- Education welfare and benefits
- School meals
- Student grants
- Planning and reviewing the provision of schools
- Home-to-school transport

Environmental Services

- Land use planning
- The countryside
- Waste disposal, recycling and regulation

Social Services

- Help for individuals and families
- Support for people at home
- Residential homes

Transport

- Maintaining our roads
- Public transport
- Traffic and road safety
- Road building

Other services

- Libraries and Information
- Trading Standards
- Fire and Rescue
- How the County Council works (including County Archives)
- Registrars, Rent Officers and Coroners

ANY COMPLAINTS?

The County Council is committed to providing good quality services and our 20,000 staff work hard to achieve just that.

Unfortunately, there's never enough money to do all we want and Councillors often have to make tough choices between competing priorities. Those who so vociferously clamour for more money for 'their' particular service need to recognise the needs of others - there is no bottomless purse.

You may not always agree with Councillors' decisions but once these are made and we set our standards we aim to keep them.

But regrettably, there will be times when things go wrong and you may be unhappy about something we have, or have not done.

When that happens we want you to tell us so that we can make sure the mistake does not happen again. We have just introduced a new complaints system which is easy to understand and easy to use.

If you've got a problem, a complaint or a suggestion call our Freephone Citizen's Charterline on ☎ 0800 243916.

Remember, if you're not satisfied tell us about it - we need to know!

Dealing with the public

Telephones

We aim to answer all calls within 10 seconds.
This is monitored electronically from the main switchboard.

This year (Last year)

84% (85%)
of calls met the target

Letters

We aim to acknowledge all letters within 5 working days. Simple problems will get a response within 2 weeks and more complex problems within 4 weeks. This is monitored by an independently conducted survey.

82% of letters met
the target

Complaints to a Local Authority Ombudsman

The number of complaints determined by an Ombudsman
The result of these were:
local settlement
maladministration with no injustice
maladministration with injustice

35	(26)
4	(3)
0	
0	(2)

Handling of complaints

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of actions by the Council or its staff affecting an individual customer or group of customers

The Council has a policy and procedure to deal with complaints about any of its services. It explains how to make a complaint and who is responsible for investigating it. Time limits are set and complainants must be kept informed of the reasons for any delays.

The outcome of the complaint is given in writing, together with details of a follow-up procedure. The Council has a policy on remedies and a system for reviewing the causes of complaints. It does not publish a report on complaints.

Yes

Access to buildings

The number of the authority's buildings open to the public.
The number of buildings where all public areas are suitable for and accessible to disabled persons.

144
19

Equal opportunities

The council has a policy to provide services fairly to all sections of the community and is currently developing a system to monitor it.

Yes
system being
developed

Building for your future

Despite ever-increasing financial pressures one of the County Council's greatest achievements over the past decade has been its success in providing new buildings especially schools, libraries and day centres for the elderly.

This programme has been pursued to take account of both the county's rapidly growing population, and to upgrade many of our establishments to ensure they are providing the very best facilities for local communities.

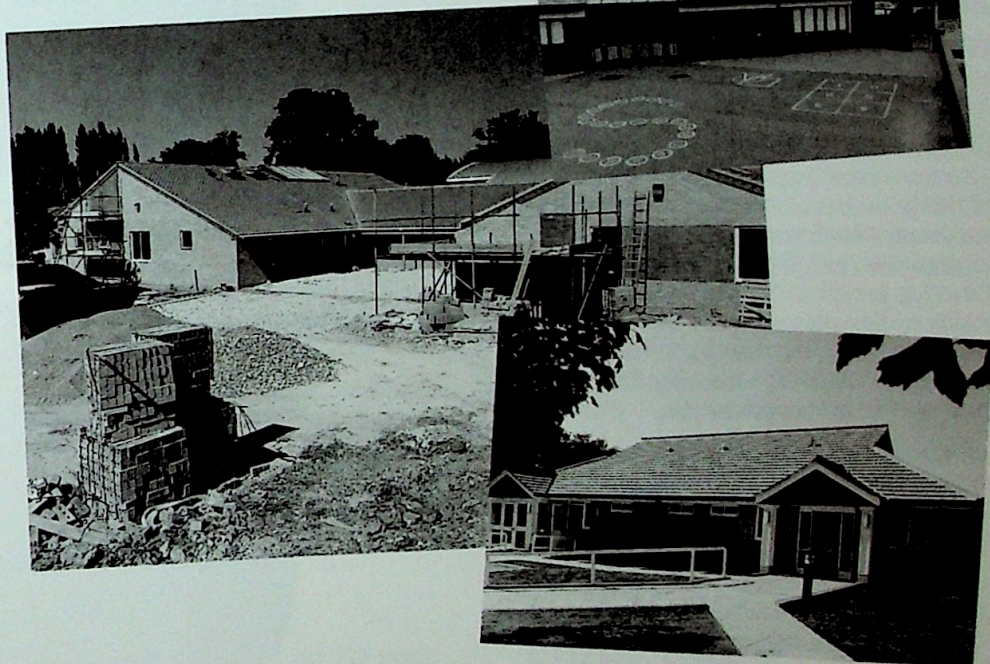
Cambridgeshire has been the fastest growing county in England for a number of years, and this places pressures on all of our services. For example, this autumn our schools will have to meet the needs of 1,400 more pupils than last year. And the growing number of elderly people in the county is due to escalate with the number of people aged over 85 increasing by a further 20% by the year 2001.

The County Council spent £39 million on building projects last year. Examples of schemes undertaken were a new primary school in Chatteris, replacement schools at Great Wilbraham and Kings Hedges (Cambridge), major extensions and improvements at Walton Comprehensive (Peterborough), St Johns (Ely), Stukeley Meadows (Huntingdon), Alderman Jacobs

(Whittlesey), Peckover and Elm Road (both Wisbech), Bottisham Village College and Impington Village College.

We opened new libraries in Soham and Cottenham (seven new libraries now over the last five years) and refurbished Coronation Street Home for the Elderly in Cambridge.

On the roads we completed the Needingworth Bypass which was finished three months ahead of schedule. It was opened by Prime Minister John Major in July.



PLANNING FOR YOUR FUTURE



How many homes should be built in Cambridgeshire to meet future needs? How should we manage the transport problems created by our growing population? And, given these pressures, what do we need to do to protect the countryside?

These are just a few of the questions which have taxed the minds of county planners and councillors over the last two years. As well as providing a wide range of locally based services, the County Council has the important strategic responsibility for planning to meet longer term needs.

The County Council's first Structure Plan was published in 1980 and has since been revised and updated regularly. County Councillors are about to give their stamp of approval to the latest set of revisions which will guide Cambridgeshire through to the year 2006.

The Structure Plan promotes sustainable development which aims to improve our quality of life whilst at the same time conserving and enhancing the county's countryside and environment. A careful balance must be found between the needs of the environment, development and transport.

The Plan provides the framework of local plans and the day-to-day control of development.

In broad terms it determines how much new development should be permitted, of what kind and where.

Chief Planning Officer, Clive Thompson, said: "We recognise that because of Cambridgeshire's excellent transport links, its thriving business communities and its proximity to London and the East Coast ports, the county will continue to face severe development pressures in coming years.

"Responding to these pressures requires strategic vision and co-ordinated planning throughout the whole of Cambridgeshire.

"The Plan impacts upon the lives of every person living in the county. In order to ensure that we have fully considered the views of all interested groups and individuals a wide-ranging consultation programme was a major element in the review process."

For further information contact Mark Vigor on ☎ 01223 317605.

REVENUE SPENDING

1994-95: £593.7m

Revenue spending meets the running costs of the County Council services – salaries, purchase of materials and so on. The County Council continued to face increasing demands for its services last year largely because of the increasing population, particularly the young and the elderly.

The overall level of the County Council's budget was at the limit set by the Government, which funds an ever-increasing share of Council spending.

After many years of pressure on the Government to change the basis for setting spending limits, the County Council achieved a better than expected limit for 1994-95. This enabled the Council to provide an additional £6.7 million, mostly for Education and Social Services. This contrasts sharply with spending limits for the current year (1995-96), which were £17m less than required to maintain services.

1994-95 was the second year of the Council Tax system, and the County levied a Council Tax of £452.16 for a band D property. This compared to an English county average of £464.60.

County Council managers operated within their budgets and at the end of the year actual spending was £3.6 million (or 1%) less than budgeted.

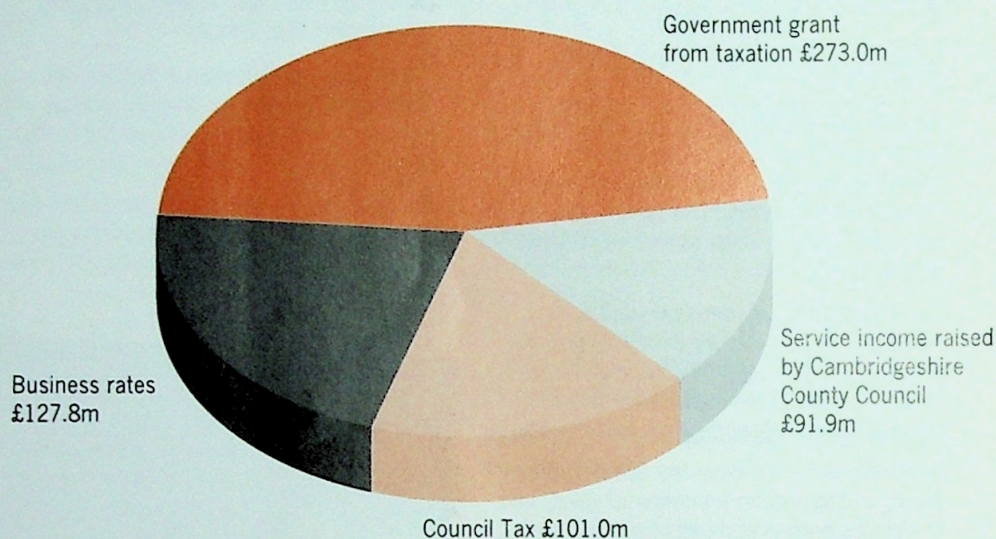
As part of our approach to plan services strategically and deliver them locally, much of the County Council's budget is managed at a local level, for example, by governors and headteachers who know better than anyone what is required for their school; by Social Services managers who identify local needs; and by area-based highways supervisors, working closely with local councils.

FINANCIAL RESERVES

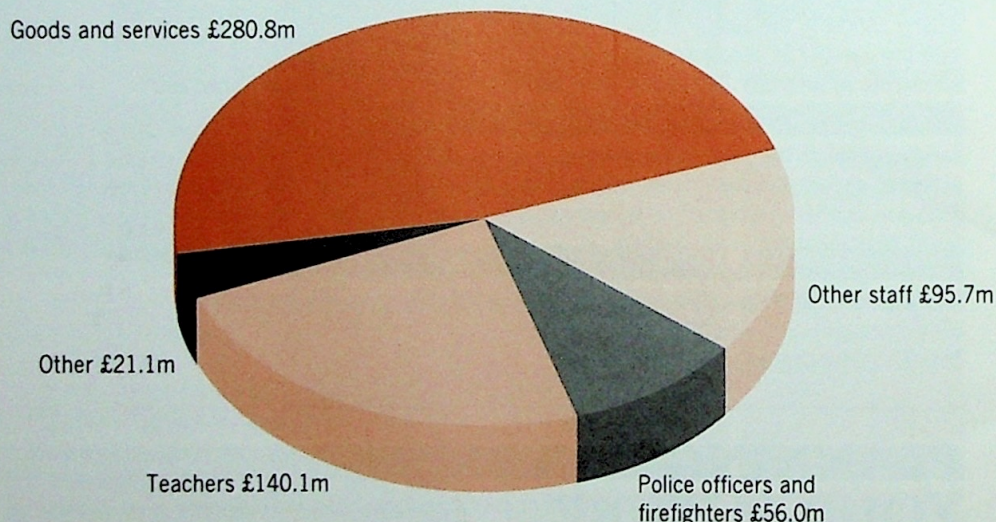
The County Council's reserves provide it with vital flexibility in ever-changing circumstances.

At 31st March 1995, the County Council's reserves stood at £56 million. £45 million is earmarked for specific purposes including £9.1 million under the control of locally managed schools, and some £24 million kept to help pay for the County Council's capital programme. £7m of reserves are being used to finance the current year (1995-96) budget.

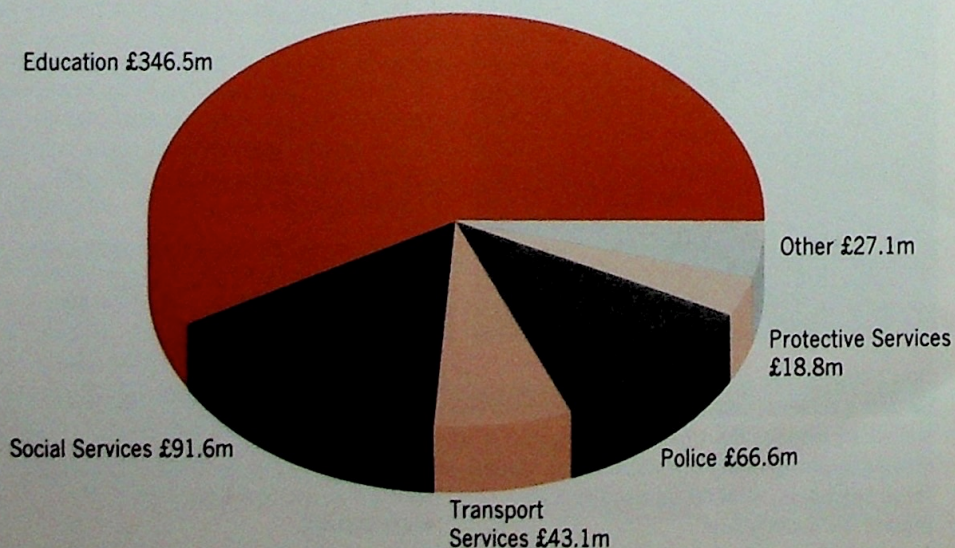
Raised from



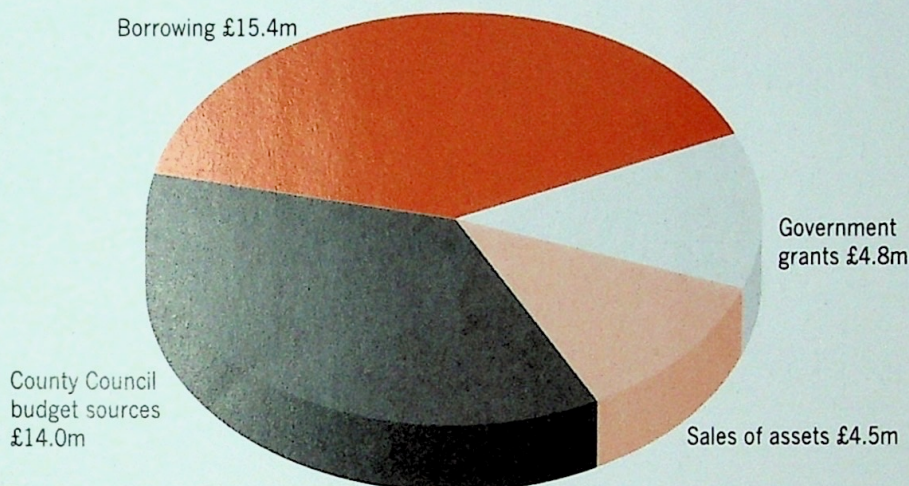
Spent on



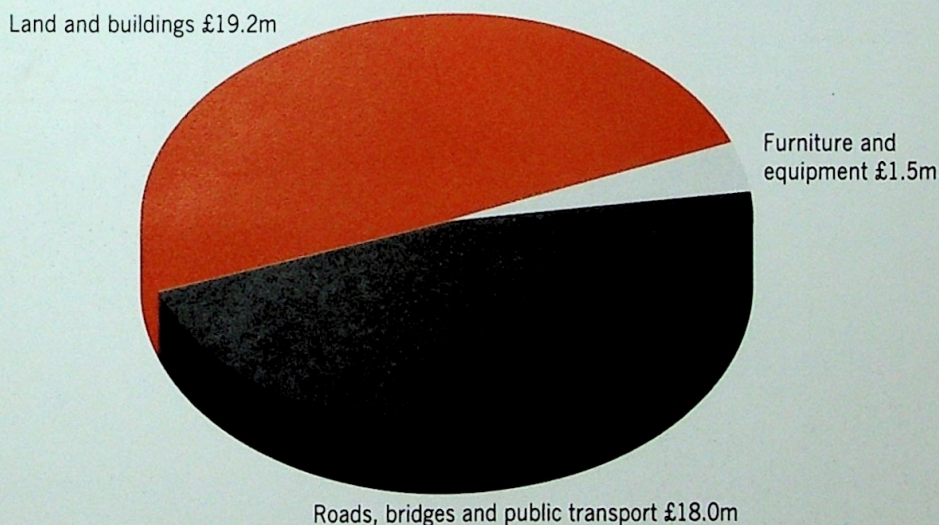
Services



Raised from



Spent on



CAPITAL SPENDING

1994-95: £38.7m

Capital spending is expenditure on providing and improving assets which have a long term use, such as land, buildings and roads.

In response to a fast growing population and its ever rising expectations for services, the County Council has a substantial capital programme for improving or building new facilities. Some £38.7m was spent in 1994-95, funded from borrowing, central government grants and local resources.

Examples of schemes undertaken last year are shown on page 17. Schemes planned for this year include: major improvements to Old Fletton Primary School (Peterborough) and to Netherhall and Parkside Secondary Schools (Cambridge), extensions to Ramsey Primary Schools and the City of Ely College, and a new primary school at Papworth Everard; improvements to the A15 Werrington to Glington; and refurbishing homes for children and the elderly.

The value of all County Council assets was £905 million at 31st March 1995.

If you want to know more

Further information or the formal Abstract of Accounts can be obtained from Simon Watkins, Chief Accountant, ☎ 01223 317230

The provision of services generally

Net expenditure per head of population as follows:

education	290.04
social services	110.37
libraries and museums	10.45
police	83.50
fire and rescue	20.14
highways	30.33
public transport	3.14
consumer protection	2.09
planning and economic development	1.98
refuse collection and disposal	5.30
sport and recreation	0.38
other costs and services	76.68
capital charges	15.63
interest receipts	-0.04
government grants for specific services	-70.65
movements in reserves and balances	1.10
net expenditure	580.44
The percentage of net expenditure financed from:	
a. block grants and non-domestic rates	74.7%
b. council tax/precepts	25.3%

This year (Last year)

£	£
290.04	(284.96)
110.37	(92.50)
10.45	(10.36)
83.50	(81.57)
20.14	(19.96)
30.33	(30.70)
3.14	(3.88)
2.09	(2.18)
1.98	(1.60)
5.30	(4.84)
0.38	(0.34)
76.68	(72.75)
15.63	(17.11)
-0.04	(0.00)
-70.65	(-66.16)
1.10	(3.98)
580.44	(560.52)



A TO Z OF COUNCIL SERVICES

A **Adult Education** 01480 425881
Archaeology 01223 317312
Archives 01223 317281

B **Business Information** 01223 317204

C **Careers Guidance**
Cambridge 01223 362345
Huntingdon 01480 425827
Peterborough 01733 311094
Wisbech 01945 585128

Civil Protection 01223 317621

Community Care – see *Social Services*

Coroners – for details of your nearest office 01223 317172

Council Housing
Cambridge City 01223 358977
East Cambs 01353 665555
Fenland 01354 54321
Huntingdonshire 01480 388221
Peterborough 01733 63141
South Cambs 01223 351795

Council Tax Collection
Cambridge City 01223 463233
East Cambs 01353 665555
Fenland 01354 54321
Huntingdonshire 01480 388149
Peterborough 01733 317258
South Cambs 01223 351795

Councillors 0800 243916

D **Day Centres** – see *Social Services*

E **Education**
Information Centres at:
Cambridge 01223 317667
Huntingdon 01480 425509
Peterborough 01733 891031
Environmental issues 01223 317498

F **Fire** 01480 444500
In an emergency dial 999

Footpaths (for pavements next to the road see *Road Maintenance*) 01223 317445

Cambridgeshire County Council 01223 317111
Cambridge City Council 01223 358977
East Cambridgeshire District Council 01353 665555
Fenland District Council 01354 54321
Huntingdonshire District Council 01480 388388
Peterborough City Council 01733 63141
South Cambridgeshire District Council 01223 351795

G **Grants – Education** 01223 317942
Gritting Roads – see *Road Maintenance*

H **Home Care** – see *Social Services*

L **Libraries** for details of your nearest library and its opening times 0800 243916

M **Mobile Libraries** 01223 317067

Meals on Wheels – see *Social Services*

N **Neighbourhood Watch Schemes** 01480 456111 ext 2332/2404

O **Old People's Homes** – see *Social Services*

P **Personnel** 01223 317650

Planning Applications
Cambridge City 01223 463341
Peterborough 01733 317427
East Cambs 01353 665555
Fenland 01354 54321
Huntingdonshire 01480 388424
South Cambs 01223 351795

Police Headquarters 01480 456111
In an emergency dial 999

Probation 01223 359443

Public Transport 01223 317740

R **Recycling**
County Council 01223 317731
Cambridge City 01223 463359
East Cambs 01353 665555
Fenland 01354 54321
Huntingdonshire 01480 388368
Peterborough 01733 317496
South Cambs 01223 351795

Refuse Collection
Cambridge City 01223 463379
East Cambs 01353 665555
Fenland 01354 54321
Huntingdonshire 01480 388311
Peterborough 01733 317590
South Cambs 01223 351795

Registration of Births, Deaths and Marriages 01223 317172
Road Improvements 01223 317759
Road Maintenance 01223 317708
Road Safety 01223 317385

S **Schools**
Education Information Centres at:
Cambridge 01223 317667
Huntingdon 01480 425509
Peterborough 01733 891031

Social Services
Cambridge 01223 318211
Fenland 01354 54321
Huntingdon 01480 425501
Peterborough 01733 327647
Emergency out of hours 01223 356201

T **Trading Standards** 01480 457344
Traffic Management 01223 317752
Travellers 01223 317407

W **Waste** – see *Refuse Collection*

Z **Zebra Crossings** – see *Traffic Management*

If the number
you want is not in
this list, ring the
County Council's
Freephone
Charterline on



0800 243916

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